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PATENT
010284

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Technology Center 2100

Art Unit: 2161

In re application of

Smith et al.

Serial No.: 10/074,325

Filing Date: February 12, 2002

METHODS AND SYSTEMS FOR
COMMUNICATING WITH SERVICE
TECHNICIANS IN A TELECOMMUNICATIONS
SYSTEM

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

November 14, 2002

Commissioner for Patents
Washington, DC 20231

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Dear Commissioner:

Applicants submit the enclosed Form PTO/SB/08A *Information Disclosure Statement by Applicant* (substitute for Form 1449A/PTO) and its accompanying reference for filing with the captioned patent application.

It should be noted that the enclosed reference was originally submitted to the United States Patent and Trademark Office for the captioned application in an

"Express Mail" mailing label number

EU150831220US

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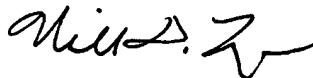
I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Commissioner for Patents, Washington, DC 20231

Information Disclosure Statement filed on July 16, 2002. Due to an apparent photocopying error, however, the previously submitted reference did not include several pages. Applicants respectfully submit that this error occurred inadvertently and without deceptive intent on the part of applicants or their representatives.

While applicants believe that no additional fees are required in connection with this filing, authorization is given to charge any fee deficiency (or credit any overpayment) associated with this filing to Deposit Account No. 11-1110.

Any questions or concerns regarding this filing are invited by telephone to the attention of applicants' undersigned representative.

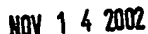
Respectfully submitted,



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Approved for use through 10/31/2002. OMB 0651-0031

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Examiner Signature		Date Considered	
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¹ Applicant's unique citation designation number (optional). ² See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

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